

AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph at page 20, lines 3-14 with the following amended paragraph:

Examples of tables corresponding to table names in Fig. 2 are provided in U.S. Patent Application Serial No. 09/823,590 (\_\_\_\_ Attorney Docket No. M-11404-US entitled\_\_\_\_), "System and Method for Multi-Channel Communication Queuing," which application was filed on the same day and is assigned to the same assignee as the present application and is incorporated by reference herein. It will be noted that, for simplicity of presentation, Fig. 2 does not indicate all of the relationships between the tables, and that many instances of a table may exist for a particular configuration, depending on the number and types of communication channels authorized. Additionally, one skilled in the art will realize that this collection of tables, the parameters included in each table, and the storage space allowed for the parameters, is one example of how the database schema may be configured, and that other suitable arrangements can be used in accordance with the present invention.

Please replace the paragraph beginning at page 41, line 26 and ending at page 42, line 7 with the following amended paragraph:

Figs. 1A-E and 3 illustrate the manner in which a client 104 chooses a UQ configuration via the UQOpenConnection function in UQ business service 310. UQ system 102 uses information such as "UQ receiver server name" and "UQ receiver Port" to determine where to send responses. In one embodiment, multiple UQ receiver servers 190 can be connected to UQ system 102, and, therefore, each receiver communicating with UQ system 102 sends a UQ configuration parameter in the UQOpenConnection function. Tables in the Patent Application Serial No. 09/823,590 entitled "System and Method for Multi-Channel Communication Queuing," as previously incorporated by reference herein, provide examples of parameters in a UQ configuration table stored in UQ system 102 and used to establish communication with and perform functions as requested by communication server 109.

Please replace the paragraph beginning at page 52, line 21 and ending at page 53, line 3 with the following amended paragraph:

In one embodiment, a system 100 (Fig. 1) in accordance with the present invention includes an application programmer's interface (UQ API) 314 for UQ system 102. For example, the interface can translate information in one format, such as simplified object access protocol (SOAP) used by UQ business service 310 (Fig. 3) to an extensible markup language (XML) format used in UQ system 102. UQ API 314 can also translate information between other formats suitable for use in business service 310 and UQ system 102. Alternatively, the same format can be used throughout system 100, thereby eliminating the need for UQ API 314. ~~UQ API is further described in copending U.S. Patent Application Serial No. \_\_\_\_\_, Attorney Docket No. M-11538 entitled "Extensible Interface For Intermodule Communication", which application was filed on the same day and is assigned to the same assignee as the present application and is incorporated by reference herein.~~

Please replace the paragraph at page 53, lines 4-14 with the following amended paragraph:

In one embodiment, a user interface for entering and editing agent skills is provided. An example of an agent skill graphical user interface (GUI) is described in U.S. Patent Application Serial No. 09/823,531, Attorney Docket No. M-11528 entitled "Communication Toolbar Supporting Multiple Communication Channels of Different Media Types" "User Interface for Multi-Channel Communication", which application was filed on the same day and is assigned to the same assignee as the present application and is incorporated by reference herein. The agent skill GUI includes fields for selecting, entering and editing agent information including name, employee number, job title, login name, contact information, skills, and the level of expertise for each skill item. After a client updates the skills of an agent through the agent skill GUI, the ChangeAgentSkill function in UQ business service 310 can be used to update agent information in UQ system 102.

**Please replace the paragraph at page 53, lines 16-20 with the following amended paragraph:**

Tables representing data structures that are used in one embodiment of UQ API 314 for communicating information between UQ system 102 and communication server 109 are provided in ~~the~~ Patent Application Serial No. 09/823,590 entitled "System and Method for Multi-Channel Communication Queueing," as previously incorporated by reference herein.

**Please replace the paragraph at page 54, lines 1-11 with the following amended paragraph:**

The first step is the configuration of UQ. Certain basic information is required in order for CS to communicate with UQ. The requisite information includes UQ server name and UQ listening port. This information is in a UQ configuration table, such as that previously described. There is also information about the preference for this UQ operation. An example of such preferences is whether an agent should be auto-ready after login or auto-auxwork after login. Such information will be in the CS configuration table for each agent. Therefore, the behavior of each configuration can be different. Those pieces of information are be name value pair information, fundamentally. Such information is described in greater detail in ~~the~~ Patent Application Serial No. 09/823,590 entitled "System and Method for Multi-Channel Communication Queueing," as previously incorporated by reference herein.

**Please replace the paragraph beginning at page 66, line 28 and ending at page 67, line 5 with the following amended paragraph:**

Fig. 4 is a block diagram illustrating example data models for various functions within system 100. More detailed descriptions of the following tables (including example field definitions) can be found in the Patent Application Serial No. 09/823,590 entitled "System and Method for Multi-Channel Communication Queuing," as previously incorporated by reference herein. The following is provided to generally describe the data model used in supporting the interface described herein. It will be noted that, in Fig. 4, multiple boxes are used to indicate a one-to-many relationship.